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Business Services Directory

U.S. DEPARTMENT
OF COMMERCE



Office of Business Liaison

C.I.2.



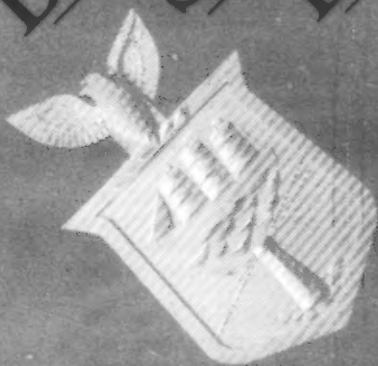
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Business Services Directory

U.S. DEPARTMENT
OF COMMERCE
Office of Business
Liaison



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Foreword



One of my top priorities as Secretary of Commerce is to increase awareness among the U.S. business community of the many services available through the department.

The **Business Services Directory**, compiled by our Office of Business Liaison, provides information about Department of Commerce services and how to use them.

Whether your business is large or small, a corporation, partnership, or one of sole ownership, this Directory can help you locate the exact office you need.

I hope your business finds this Directory a useful aid.

Sincerely,

A handwritten signature in cursive script that reads "Malcolm Baldrige".

Malcolm Baldrige
Secretary of Commerce

READER **FIGURE** best copy available

Preface



The one agency in the Federal Government specifically charged with providing service to the business community of America is the U.S. Department of Commerce. Through Commerce agencies seemingly as diverse as the International Trade Administration, the Bureau of the Census, the Patent and Trademark Office and the National Weather Service runs the common theme of service to business.

Since the beginning of this Administration, the U.S. Department of Commerce has initiated and built upon a commitment to cooperation between Government and the U.S. business community. The Department of Commerce will continue to encourage this positive relationship.

The BUSINESS SERVICES DIRECTORY is an example of the steps we have taken to make the resources of the Federal Government more accessible to business, particularly small business. Our goal is to provide the U.S. business community with the most responsive and best managed Commerce Department possible. We trust this booklet and the services it outlines will assist us in achieving that basic goal.

Sincerely,

A handwritten signature in dark ink, appearing to read "Clarence J. Brown". The signature is fluid and cursive, with a large, sweeping initial "C".

Clarence J. Brown
Deputy Secretary of Commerce

Table of Contents

Foreward	iii
Preface	iv
Office of Business Liaison	1
Economic Affairs	
Bureau of the Census	3
Bureau of Economic Analysis	5
National Technical Information Service	7
Office of Productivity, Technology and Innovation	8
Economic Development Administration	9
International Trade Administration	11
Minority Business Development Agency	15
National Bureau of Standards	17
National Oceanic and Atmospheric Administration	21
National Telecommunications and Information Administration	25
Office of Consumer Affairs	26
Office of Small and Disadvantaged Business Utilization	27
Patent and Trademark Office	28
United States Travel and Tourism Administration	33



Office of Business Liaison

The Office of Business Liaison (OBL) develops and promotes a cooperative working relationship and assures effective communication between the Department of Commerce and the business community.

Objectives of OBL are to:

- Serve as the focal point for all Department of Commerce agencies' contact with the business community.
- Inform the business community of Department and Administration resources, policies and programs.
- Inform Department and Administration officials of business community interests and critical issues.
- Promote business involvement in Departmental policymaking and program development.
- Provide business assistance to individuals and firms that need help in dealing with the Federal Government through our "Roadmap" Program. Professional staff members provide guidance through the Federal maze; answer hundreds of inquiries concerning Government policies, programs and services; and provide information on published materials on a variety of business topics.

Office of the Director	(202) 377-3942
Outreach Program	377-1360
Business Assistance	377-3176



Bureau of the Census

The Census Bureau produces detailed statistical profiles of the Nation, which include information on population, housing, agriculture, manufacturing, service industries, wholesale trade, retail trade, foreign trade, mining, transportation, construction, and the revenues and expenditures of state and local governments.

Public Information Office: ... (301) 763-4040

Population and Housing Subjects:

Center for Demographic Studies	(301) 763-7720
Decennial Planning Division ..	763-7670
Demographic Surveys Division	763-2776
Center for International Research	763-2870
Housing Division	763-2863
International Statistical Programs Center	763-2832
Population Division	763-7646
Statistical Methods Division ..	763-2672

Economic Subjects:

Agriculture Division	(301) 763-5230
Business Division	763-7564
Construction Statistics Division	763-7163
Economic Census Staff	763-7356
Economic Surveys Division ..	763-7735
Foreign Trade Division	763-5342
Governments Division	763-7366
Industry Division	763-5850

Geography and Statistical Research:

Geography Division	(301) 763-5636
Statistical Research Division ..	763-3807

User Services:

Data User Services Division ..	(301) 763-4100
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REGIONAL ASSISTANCE

Regional Offices	Information Services Specialists
Atlanta, Georgia	(404) 881-2274
Boston, Massachusetts	(617) 223-0226
Charlotte, North Carolina	(704) 371-6144
Chicago, Illinois	(312) 353-0980
Dallas, Texas	(214) 767-0625
Denver, Colorado	(303) 234-3924
Detroit, Michigan	(313) 226-7742
Kansas City, Kansas	(913) 236-3731
Los Angeles, California	(213) 209-6612
New York, New York	(212) 264-3860
Philadelphia, Pennsylvania	(215) 597-8313
Seattle, Washington	(206) 442-7080

Bureau of Economic Analysis

The Bureau of Economic Analysis (BEA) measures and analyzes U.S. economic activity. BEA develops, prepares, and interprets the economic accounts of the United States, a mainstay of modern economic analysis concerned with such key issues as inflation, economic growth, regional income distribution, and the Nation's role in the world economy.

BEA surveys U.S. business capital investment outlays and plans, provides a system of indicators to track business cycles, and maintains econometric models to forecast changes in economic activity and analyzes the effects of alternative fiscal and monetary policies.

Public Information Office: ... (202) 523-0777

National Income and Wealth

Division: ... 523-0669

Gross national product, price measures, personal income, corporate profits and other components of the national income and product accounts.

Statistical Indicators

Division: ... 523-0535

Composite indexes of leading, coincident, and lagging indicators

Business Outlook Division .. 523-0874

Survey of Plant and Equipment Expenditures

Interindustry Economics

Division: ... 523-0683

Input-output accounts

**Regional Economic
Measurement Division: ... 523-0908**

Estimates of state, county, and SMSA personal income and employment

**Regional Economic Analysis
Division: 523-0971**

Projections of state and SMSA personal income, employment, and population

**Balance of Payments
Division: 523-0620**

Estimates of international transactions

**International Investment
Division: 523-0547**

Survey of U.S. direct investment abroad and foreign direct investment in the United States

National Technical Information Service

The National Technical Information Service (NTIS) is a self-supporting information service organization within the Office of the Assistant Secretary for Productivity, Technology and Innovation. It channels information about technological innovations and other specialized information to business, educators, Government and the public. Its products and services are intended to increase the efficiency and effectiveness of U.S. research and development, to support U.S. foreign policy goals by assisting the social and economic development of other nations, and to increase the availability of foreign technical information in the United States.

General Information	(703) 487-4600
New Orders for Documents ...	(703) 487-4650
Rush Handling	(703) 487-4700
	or
Toll Free	(800) 336-4700
Subscriptions	(703) 487-4630
Customer Service	(703) 487-4660
Data Base Services	(703) 487-4805
Government Inventions and	
Patents	(703) 487-4732
Applied Technology	(703) 487-4838
International Affairs	(703) 487-4820
Washington, D.C. Information	
Bookstore	(202) 377-0365
Springfield Operations	
Center	(703) 487-4650
Accounting	(703) 487-4770
Telecopier of 3M Facsimile	
Service	(703) 321-8547
Telex	89-9405
(International)	64617

Office of Productivity, Technology and Innovation

The Office of Productivity, Technology and Innovation (OPTI) seeks to improve public policies for advancing private sector productivity, technological innovation and business competitiveness. OPTI identifies and eliminates barriers to productivity growth, provides assistance and information to businesses, works to strengthen incentives for the commercialization of federally-funded research, and increases awareness of productivity-enhancing technologies and methods.

Public Affairs (202) 377-0944

General Policy Issues 377-1091

**Productivity Issues and
Human Resources** 377-2058

Information includes model for
interfirm productivity comparisons.

**Commerce Productivity
Center** 377-0940

Information on improving
productivity.

**Commercialization of
Federal Technology** 377-0659

Policy regarding business
access to federally-funded
technology.

**Industrial Technology
Partnerships** 377-5913

Guidelines and advice on
R&D limited partnerships and
cooperative R&D.

Sensitivity Analysis 377-0661
Training and techniques
of new technologies.

Metric Information 377-0944
Technical and general
guidance and referral service.

**Small Technology-Based
Businesses/State and Local
Governments** 377-8111

Assistance in identifying servic-
es and technological innovation
models for economic
development.

Economic Development Administration

The Economic Development Administration (EDA) provides financial and technical assistance to economically distressed areas of the Nation in order to stimulate economic growth and create jobs.

Public Affairs Office (202) 377-5113

REGIONAL OFFICE ASSISTANCE

Philadelphia, Pennsylvania ... (215) 597-4603

Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Puerto Rico, Rhode Island, Vermont, Virginia, Virgin Islands, and West Virginia

Atlanta, Georgia (404) 881-7401

Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee

Denver, Colorado (303) 844-4714

Colorado, Iowa, Kansas, Missouri, Montana, Nebraska, North Dakota, South Dakota, Utah, and Wyoming

Chicago, Illinois (312) 353-7707

Illinois, Indiana, Michigan, Minnesota, Ohio, and Wisconsin

Seattle, Washington (206) 442-0596

Alaska, American Samoa, Arizona, California, Guam, Hawaii, Idaho, Nevada, Oregon, and Washington

Austin, Texas (512) 482-5461

Arkansas, Louisiana, New Mexico, Oklahoma, and Texas



International Trade Administration

The International Trade Administration (ITA) assists American exporters in locating and gaining access to foreign markets and in expanding their exports. ITA furnishes information on foreign markets available for U.S. products and services, requirements to be fulfilled, economic conditions in foreign countries, foreign market and investment opportunities, etc. It also provides guidance and counseling to exporters. In addition, it enforces the Export Administration Act and regulations.

District Offices throughout the United States are staffed with trade specialists to help exporters locate foreign markets and assist them in selling to these markets. Field offices in 4 major metropolitan areas are staffed with experienced law enforcement officers who investigate violations of the Export Administration Act.

Office of Public Affairs (202) 377-3808

Trade Development, Headquarters,

Washington, D.C.	377-1461
Automotive Import Statistics	377-0669
Export Statistics and	
Trade Data (Foreign)	377-4855
Export Statistics and	
Trade Data (Domestic)	377-4211
Export Trading Companies	377-5131
Trade Advisory Center	377-3268
Trade Adjustment Assistance	377-0150

U.S. Trade by Industry

Aerospace	377-8228
Automotive	377-0554
Chemicals and Allied	
Products	377-0128
Components and Related	
Equipment	377-2957
Consumer Goods	377-0337
Computer and Business	
Equipment	377-0572
Energy	377-1466
Forest Products and	
Domestic Construction	377-0384
General Industrial	
Machinery	377-5455

Instrumentation	377-5466
Medical Services	377-0550
Major Projects and International Construction	377-5225
Metals, Minerals and Commodities	377-0614
Service Industries	377-3575
Special Industrial Machinery	377-0302
Telecommunications	377-2006
Textiles	377-5078
Trade Information Analysis	377-1316
Trade Administration, Head- quarters, Washington, D.C.	377-1427
Export Administration	377-4188
Emergency Licensing Requests	377-2793 or 2799
License Status	377-2752
Publications	377-2574
Seminars	377-3856
Trade Fair Licenses	377-2752
Regulations and Policy Information	377-4811
Export Enforcement	377-8252
Anti-Boycott Compliance	377-2381
Field Offices	
California, Los Angeles	(818) 904-8019
California, San Francisco ...	(408) 291-4204
District of Columbia, Washington	(202) 377-4608
New York, New York	(212) 264-1365
Import Administration	(202) 377-1780
International Economic Policy, Headquarters, Washington, D.C.	(202) 377-3022
GATT Division	377-3681
International Organizations	377-3227
Office of Policy Coordination ...	377-4501
U.S. Trade by Region	
Africa	377-2175
Caribbean Basin	377-2527
Eastern Europe	377-2645
European Community	377-5276
Japan	377-4527
Near East	377-4441
North America	377-3643 or 0849
Pacific Basin	377-3875
Peoples Republic of China and Hong Kong	377-3583
South Asia	377-2954
South America	377-2436
U.S.S.R.	377-4655
Western Europe	377-5341

**U.S. And Foreign Commercial
Service, Headquarters,
Washington, D.C.**

(202) 377-5777

Caribbean Basin Business

Information Center 377-2527

Domestic Operations 377-4767

Export Counseling 377-3181

Export Promotion Services

Foreign Market Analysis and

Contact Programs 377-1468

Trade Event Programs 377-4231

Foreign Operations 377-1599

District Office Assistance

Alabama, Birmingham (205) 254-1331

Alaska, Anchorage (907) 271-5041

Arizona, Phoenix (602) 261-3285

Arkansas, Little Rock (501) 378-5794

California, Los Angeles (213) 209-6707

* California, Santa Ana (714) 836-2461

* California, San Diego (619) 293-5395

California, San Francisco (415) 566-5860

* California, San Jose (408) 291-7648

Colorado, Denver (303) 844-3246

Connecticut, Hartford (203) 722-3530

Florida, Miami (305) 350-5267

* Florida, Clearwater (813) 461-0011

* Florida, Jacksonville (904) 791-2796

* Florida, Orlando (305) 425-1247

* Florida, Tallahassee (904) 488-6469

Georgia, Atlanta (404) 881-7000

Georgia, Savannah (912) 944-4204

Hawaii, Honolulu (808) 546-8694

* Idaho, Boise (208) 334-2470

Illinois, Chicago (312) 353-4550

* Illinois, Palantine (312) 397-3000

Ext. 532

* Illinois, Rockford (815) 987-8100

Indiana, Indianapolis (317) 269-6214

Iowa, Des Moines (515) 284-4222

* Kansas, Wichita (316) 269-6160

Kentucky, Louisville (502) 582-5066

Louisiana, New Orleans (504) 589-6546

* Maine, Augusta (207) 622-8249

Maryland, Baltimore (301) 962-3560

* Maryland, Rockville (301) 251-2345

Massachusetts, Boston (617) 223-2312

Michigan, Detroit (313) 226-3650

* Michigan, Grand Rapids (616) 456-2411

Minnesota, Minneapolis (612) 349-3338

Mississippi, Jackson (601) 960-4388

Missouri, Kansas City (816) 374-3142

Missouri, St. Louis (314) 425-3302

Nebraska, Omaha (402) 221-3664

Nevada, Reno (702) 784-5203

New Jersey, Trenton (609) 989-2100

New Mexico, Albuquerque ... (505) 766-2386

New York, Buffalo (716) 846-4191

New York, New York (212) 264-0634

* New York, Rochester	(716) 263-6480
North Carolina, Greensboro ..	(919) 378-5345
* North Carolina, Raleigh	(919) 755-4687
Ohio, Cincinnati	(513) 684-2944
Ohio, Cleveland	(216) 522-4750
Oklahoma, Oklahoma City ...	(405) 231-5302
* Oklahoma, Tulsa	(918) 581-7650
Oregon, Portland	(503) 221-3001
Pennsylvania, Philadelphia ...	(215) 597-2866
Pennsylvania, Pittsburgh	(412) 644-2850
Puerto Rico, San Juan	(809) 753-4555
* Rhode Island, Providence	(401) 277-2605
	Ext. 22
South Carolina, Columbia	(803) 765-5345
* South Carolina, Charleston ...	(803) 724-4361
* South Carolina, Greenville	(803) 235-5919
* Tennessee, Memphis	(901) 521-4826
Tennessee, Nashville	(615) 251-5161
* Texas, Austin	(512) 472-5059
Texas, Dallas	(214) 767-0542
Texas, Houston	(713) 229-2578
Utah, Salt Lake City	(801) 524-5116
Virginia, Richmond	(804) 771-2246
* Virginia, Dunn Loring	
(Fairfax County)	(703) 573-9460
Washington, Seattle	(206) 442-5616
* Washington, Spokane	(509) 838-8202
West Virginia, Charleston	(304) 347-5123
Wisconsin, Milwaukee	(414) 291-3473

*Denotes Branch Office

Minority Business Development Agency

The Minority Business Development Agency (MBDA) encourages the development of healthier and more competitive minority-owned firms, generating more jobs and contributing more to the economic independence of the minority community. It does this through leveraging its influence with other agencies, and the awarding of grants and cooperative agreements to state and local government agencies, to profit and nonprofit business development organizations, and to business, technical and trade organizations. These institutions, in turn, provide direct business assistance and guidance to minority entrepreneurs. The Minority Business Development Agency does not have the authority to provide financing for any business purposes.

Office of Public Affairs (202) 377-1936

Office of Enterprise Development 377-3816

Minority Business Development Centers

Technology Commercialization

Export Program

Indian Business and Rural Business Assistance

Office of Resource Development 377-5770

Interagency Council

Minority Business Trade Associations

State and Local Governments

Office of Advocacy, Research and Information 377-3163

Office of Field Operations 377-8015

Regional Coordinators

California, San Francisco (415) 556-7234

District of Columbia, Washington (202) 377-8275

Georgia, Atlanta (404) 881-3094

Illinois, Chicago (312) 353-0182

New York, New York (212) 264-3262

Texas, Dallas (214) 767-8001



National Bureau of Standards

The National Bureau of Standards (NBS) provides the measurement standards and data necessary to create, make and sell U.S. products and services at home and abroad. This involves the in-house research and development necessary to understand the physical quantities involved and to develop means of characterizing and measuring them. It also involves extensive interactions with users at every level to assure that the system is meeting their needs. NBS has facilities in Gaithersburg, Maryland, and Boulder, Colorado.

NBS serves both the commercial and the manufacturing aspects of the business community with a wide variety of measurement services and participation in the development of standards.

General Information:	(303) 921-1000
Office of Research and Technology Applications:	921-2226
Industrial Research Associate Program	921-3591
Information Resource and Services Division:	921-3405
Publication and Program Inquiries:	921-2318
Office of Product Standards Policy:	921-3751
Standards and Codes Information	921-2587
Custom searches identify pertinent codes and standards from a data-base of 240,000 documents	
Laboratory Accreditation	921-3431
Weights and Measures	921-2401
General Agreement on Tariffs and Trade (Recording)	921-3200
Contracting Office:	921-2695
Purchasing Office:	921-3521
Small Business Specialist:	921-2795
Office of Standard Reference Materials:	921-2045

Materials characteristics for physical or chemical properties or composition

Office of Standards

Reference Data: 921-2228

Physical and chemical data for industrial design, energy, environment and health applications

Office of Physical Measurement Services:

921-2805

Calibration services to industry by calibration of standards, and test instruments for measuring quantities such as density, electrical quantities, optical, mechanical, radiation, and thermal quantities.

Center for Radiation

Research 921-2551

Methods, calibrations and products essential to the measurement of radiation for health care, nuclear energy, radiation processing and radiation safety

Center for Chemical

Physics: 921-2711

Measurement methods and services for industry in surface science, molecular spectroscopy, chemical kinetics and thermodynamics

Center for Analytical

Chemistry: 921-2851

Measurement methods and services for analysis of chemicals of importance in industry, medicine, energy and pollution control

Center for Materials

Science: 921-2891

Measurement methods and services to evaluate materials such as gases, ceramics, metals, and polymers; and to deal with failure and substitution questions

Institute for Computer

Sciences and Technology: 921-3151

Center for Programming

Science and Technology: .. 921-3436

Standards and guidelines related to programming languages, software engineering, data management, computer

security, and systems selection and evaluation

Center for Computer

Systems Engineering: 921-3817

Standards and guidelines related to computer system components, computer network protocols, local and area networks, and computer-based office systems

Office of Energy-Related

Inventions: 921-3894

Inventions evaluated for technical validity and commercial feasibility

Law Enforcement Standards

Laboratory: 921-3161

Technical data for standards used by law enforcement officials to evaluate commercial products

Center for Applied

Mathematics: 921-2541

Statistical models, computational methods, math tables, handbooks and manuals

Center for Electronics and

Electrical Engineering: 921-3357

Engineering data, measurement methods, standards and technical services

Center for Manufacturing

Engineering: 921-3421

Basic metrology, automation and control support for discrete part manufacturers and others

Center for Building

Technology: 921-3377

Performance criteria and measurement technology for building owners, occupants, designers, builders, manufacturers and regulatory authorities

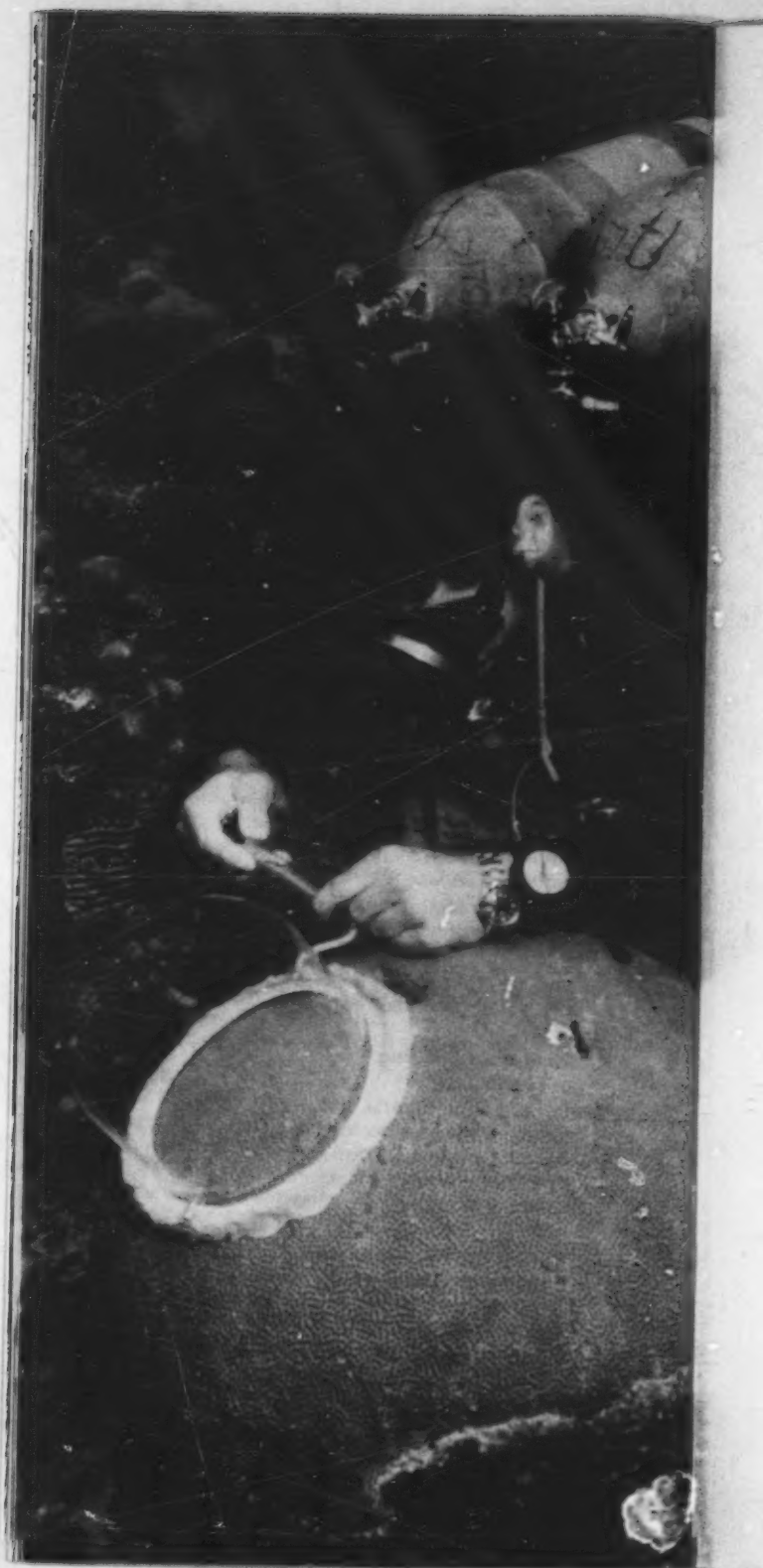
Center for Fire Research: . . . 921-3143

Engineering data, methods and practices, measurement and test methods for fire safety

Center for Chemical

Engineering: (303) 497-5108

Measurement data, standards, and services for fluids, solids and gases



National Oceanic and Atmospheric Administration

National Oceanic and Atmospheric Administration (NOAA) is a scientific service agency made up of the following five major line organizations that are uniquely fitted to serve the business community.

National Marine Fisheries Service (NMFS) assists the United States commercial and recreational fishing industry to maximize economic and social benefits through programs of living marine resources conservation, management and development.

National Weather Service (NWS) observes and reports the weather and issues forecasts and warnings of weather and floods in the interest of national safety and economy.

National Ocean Service provides for the physical description of the ocean and coastal areas that border the United States, geodetic data, aeronautical charting, and marine navigational aids as well as related physical sciences data.

National Environmental Satellite, Data, and Information Service (NESDIS) is responsible for the civil operational remote sensing satellites, the nation's environmental data archives, and facilitating the use of the data from these sources by the private sector.

Office of Oceanic and Atmospheric Research carries out wide range programs of oceanic and atmospheric research.

NOAA works actively to make its many valuable services, products and information available to users across the nation. Its major line organizations are supported in their relations with the industrial and commercial world by:

Office of Business Affairs which was created to develop and promote cooperative working relations and effective communications between the agency and the business community.

NOAA Extension Program which coordinates and manages NOAA's many activities that provide practical education in the marine and atmospheric services to the general public, small business and state and local government.

Office of Research and Technology Application facilitates transfer of NOAA developed technologies to state and local government and industry groups.

NOAA Industrial Research Associate Program helps to strengthen the ties between the nation's private and federal sectors through joint efforts in research and engineering.

Office of the Administrator:

Office of Business Affairs (202) 377-1537
NOAA Extension Program (202) 377-3862
Industrial Research
 Associate Program (301) 427-7258
Office of Research and
 Technology Application (301) 763-2418

National Marine Fisheries Services:

Public Affairs (202) 634-7281
Office of Enforcement (202) 634-7265
Constituent Affairs (202) 634-7220
Fishery Industry Services (202) 634-7261
International Fishery
 Programs (202) 634-7267
Protected Marine Species (202) 634-7461
Habitat Conservation
 Programs (202) 634-7490
Fishery Management Plans (202) 634-7449

National Weather Service:

Public Affairs (301) 427-7622
Industrial Meteorology (301) 427-7258
Meteorological Services (301) 427-7700
Marine Services (301) 427-7278
Hydrologic Services (301) 427-7658
Natural Hazard Awareness (301) 427-8090
Agricultural Services (301) 427-7677
Climate Analysis Center (301) 763-8167

National Ocean Service:

Public Affairs (202) 377-8090
Nautical and Aeronautical
 Chart Sales (301) 436-6990
Nautical Chart Information (301) 443-8661
Aeronautical Chart
 Information (301) 427-7637
Aerial Photographs (301) 443-8601

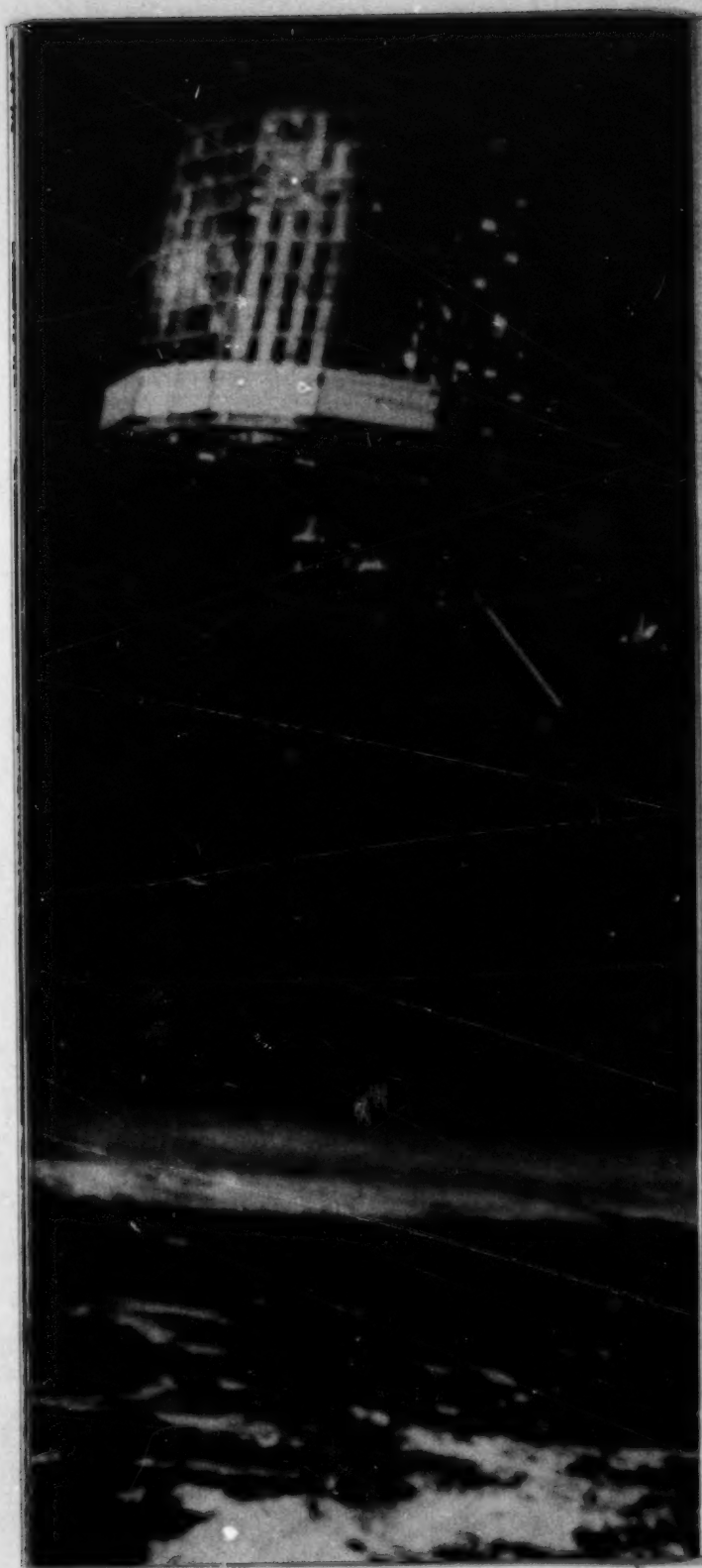
Geodetic Information Center (301) 443-8281
 Tides and Water Level
 Services (301) 443-8254
 Ocean Services (301) 443-6076
 National Marine Pollution
 Program Office (301) 443-8823
 Diving Program (301) 443-8007
 Coastal Zone Programs..... (202) 634-1672
 Marine and Estuarine
 Sanctuaries (202) 634-4236
 Ocean Minerals & Energy (202) 653-7695
 External Affairs-Marketing (202) 377-5118
 External Affairs-User
 Services (301) 443-8031

National Environmental Satellite, Data and Information Service:

Public Affairs (202) 377-8090
 Data Collection and
 Direct Broadcast..... (301) 763-7820
 Landsat Customer Services (605) 594-6151
 Retrospective Satellite
 Data Services (301) 763-8111
 Oceanographic Data
 Services (202) 634-7500
 Geological and Solar-
 Terrestrial Data Services (303) 497-6215
 Climate Data Services (704) 259-0682
 Climatic Impact Assessment (202) 634-1821
 Research and Technology
 Applications (301) 763-2418

Oceanic and Atmospheric Research:

Public Affairs (202) 377-8090
 Sea Grant Program..... (301) 443-8923
 University Affairs (301) 443-8886
 Environment Research
 Laboratory (ERL)
 Boulder, Colorado (303) 497-3000
 Public Information (303) 497-6286
 Solar Flare and Proton
 Event Forecasting (303) 497-3171



National Telecommunications and Information Administration

The National Telecommunications and Information Administration (NTIA) is the President's principal adviser on domestic and international telecommunications policy issues. NTIA advises the State Department on international communications policy, and helps coordinate government preparations for international telecommunications conferences and negotiations.

Five offices carry out NTIA's programs: The Office of Policy Analysis and Development and the Office of International Affairs, are responsible for NTIA's analysis and formulation of domestic and international telecommunications and information policies; the Office of Spectrum Management, assigns radio frequencies to federal agencies and contributes to U.S. preparations for international spectrum negotiations; the Office of Telecommunications Applications, administers the Public Telecommunications Facilities Program; and the Institute for Telecommunication Sciences in Boulder, CO, which conducts applied scientific and engineering research in telecommunications.

The Administrator of NTIA is the Assistant Secretary for Communications and Information.

Office of the Assistant

Secretary:	(202) 377-1840
Office of International Affairs:	377-1866
Office of Policy Analysis and Development:	377-1880
Office of Policy Coordination and Management:	377-1800
Office of Spectrum Management:	377-1850
Office of Telecommunications Applications:	377-5802
(Public Telecommunications Facilities Program)	
Institute for Telecommunication Sciences	(303) 497-3484

Office of Consumer Affairs

The Office of Consumer Affairs provides advice and technical assistance to businesses on problems and issues of concern to consumers. Through cooperative projects among businesses, consumers, and governments, the Office works to improve companies' customer relations and the quality of goods and services.

The major activities and services are:

Customer Relations: To help businesses deal with customers' concerns about advertising, warranties, complaint-handling, credit, and product safety.

Plain English: To help businesses communicate with customers by using plain English in consumer documents.

Standards for Consumer Products: To identify ways to involve consumers in the development of safety and performance standards for consumer products.

Complaints and Inquiries: To help consumers and businesses by responding to complaints and inquiries and by mediating to reach equitable resolutions to those complaints.

Office of the Director (202) 377-5001

Office of Small and Disadvantaged Business Utilization

The Office of Small and Disadvantaged Business Utilization's (OSDBU) primary responsibility is to help small, small and disadvantaged business and labor achieve surplus procurement goals.

- Serve as focal point on matters concerning utilization of small, small and/or disadvantaged, and women-owned businesses in Department of Commerce procurements.
- Participate in developing goals and policies for the socio-economic programs.
- Monitor the process by which decisions are made to set aside procurements for the socio-economic programs.
- Insure that contracts of \$500,000 (\$1 million for construction) contain the sub-contracting plans, goals and clauses.
- Develop an outreach network by encouraging small, small and disadvantaged and women-owned businesses to enroll in the Small Business Administration's Procurement Automated Source System (PASS), to file applications to be placed on the Department's Solicitation Mailing List, and the Minority Business Development Agency's Minority Vendor Profile System.

Office of the Director (202) 377-3387

Patent and Trademark Office

The Patent and Trademark Office (PTO) administers the patent and trademark laws of the United States. PTO examines patent applications and grants protection for qualified inventions. PTO is also responsible for collecting, assembling and disseminating the technological information disclosed on patent grants.

Trademarks help prevent product confusion among consumers and foster public awareness of the source of goods and services in the marketplace. PTO examines applications to register trademarks and grants Federal registration to the owners of qualified marks. PTO also maintains a forum for resolving disputes on trademark rights.

General Information	(703) 557-3080
Office of Public Affairs	557-3341
Office of Legislation and International Affairs, Legislation and international matters concerning patents and trademarks	557-3065
Patent Public Search Room	557-2276
Trademark Public Search Room, Availability of Trademark documents to the public	557-3281
Public Service Center	557-5168

REGIONAL ASSISTANCE

PATENT DEPOSITORY LIBRARIES

The libraries listed below, designated as Patent Depository Libraries, receive current issues of the U.S. patents and maintain backfile collections of earlier-issued patents. The scope of these collections varies from library to library. All of these libraries offer CASSIS (Classification and Search Support Information System), which provides direct, on-line access to Patent & Trademark Office data. For information on the Patent Depository Library Program call toll free on 1-800-368-2532

Alabama

- Auburn University Libraries (205) 826-4500
Ext. 21
Birmingham Public Library (205) 226-3680

Alaska

- Anchorage Municipal
Libraries (907) 264-4481

Arizona

- Tempe: Science Library,
Arizona State University (602) 965-7607

Arkansas

- Little Rock: Arkansas State
Library (501) 371-2090

California

- Los Angeles Public Library (213) 612-3273
Sacramento: California State
Library (916) 322-4572
San Diego Public Library (619) 236-5813
Sunnyvale: Patent Information
Clearinghouse* (408) 738-5580

Colorado

- Denver Public Library (303) 571-2122

Delaware

- Newark: University of
Delaware Library (302) 738-2238

Florida

- Fort Lauderdale: Broward
County Main Library (305) 357-7444
Miami-Dade Public Library (305) 579-5001

Georgia

- Atlanta: Price Gilbert Memorial
Library, Georgia Institute of
Technology (404) 894-4508

Idaho

- Moscow: University of Idaho
Library (208) 885-6235

Illinois

- Chicago Public Library (312) 269-2865
Springfield: Illinois State
Library (217) 782-5430

Indiana

- Indianapolis-Marion County
Public Library (317) 269-1706

Louisiana

- Baton Rouge: Troy H. Middleton
Library, Louisiana State
University (504) 388-2570

Maryland

- College Park: Engineering and
Physical Sciences Library,
University of Maryland (301) 454-3037

Massachusetts

Amherst: Physical Sciences
Library, University of
Massachusetts (413) 545-1370
Boston Public Library (617) 536-5400
Ext 265

Michigan

Ann Arbor: Engineering Trans-
portation Library, University
of Michigan (313) 764-7494
Detroit Public Library (313) 833-1450

Minnesota

Minneapolis Public Library &
Information Center (612) 372-6570

Missouri

Kansas City: Linda Hall
Library (816) 363-4600
St. Louis Public Library (314) 241-2288
Ext. 390

Montana

Butte: Montana College of
Mineral Science and Tech-
nology Library (406) 496-4283

Nebraska

Lincoln: University of Nebraska-
Lincoln, Engineering Library ... (402) 472-3411

Nevada

Reno: University of Nevada
Library (702) 784-6579

New Hampshire

Durham: University of New
Hampshire Library (603) 862-1777

New Jersey

Newark Public Library (201) 733-7815

New Mexico

Albuquerque: University of
New Mexico Library (505) 277-5441

New York

Albany: New York State Li-
brary (518) 474-5125
Buffalo and Erie County Public
Library (716) 856-7525
Ext. 267

New York Public Library (The
Research Libraries) (212) 714-8529

North Carolina

Raleigh: D. H. Hill Library, N. C.
State University (919) 737-3280

Ohio

Cincinnati & Hamilton County,
Public Library of (513) 369-6936
Cleveland Public Library (216) 623-2870

Columbus: Ohio State University Libraries..... (614) 422-6286
 Toledo/Lucas County Public Library..... (419) 255-7055
 Ext 212

Oklahoma

Stillwater: Oklahoma State University Library (405) 624-6546

Oregon

Salem: Oregon State Library.... (503) 378-4277

Pennsylvania

Cambridge Springs: Alliance College Library (814) 398-2098
 Philadelphia: Franklin Institute Library (215) 448-1227
 Pittsburgh: Carnegie Library of Pittsburgh (412) 622-3138
 University Park: Pattee Library, Pennsylvania State University (814) 865-4861

Rhode Island

Providence Public Library (401) 521-8726

South Carolina

Charleston: Medical University of South Carolina Library..... (803) 792-2372

Tennessee

Memphis & Shelby County Public Library and Information Center (901) 725-8876

Texas

Austin: McKinney Engineering Library, University of Texas .. (512) 471-1610
 College Station: Sterling C. Evans Library, Texas A & M University (409) 845-2551
 Dallas Public Library (214) 749-4176
 Houston: The Fondren Library, Rice University (713) 527-8101
 Ext. 2587

Utah

Salt Lake City: Marriott Library, University of Utah (801) 581-8394

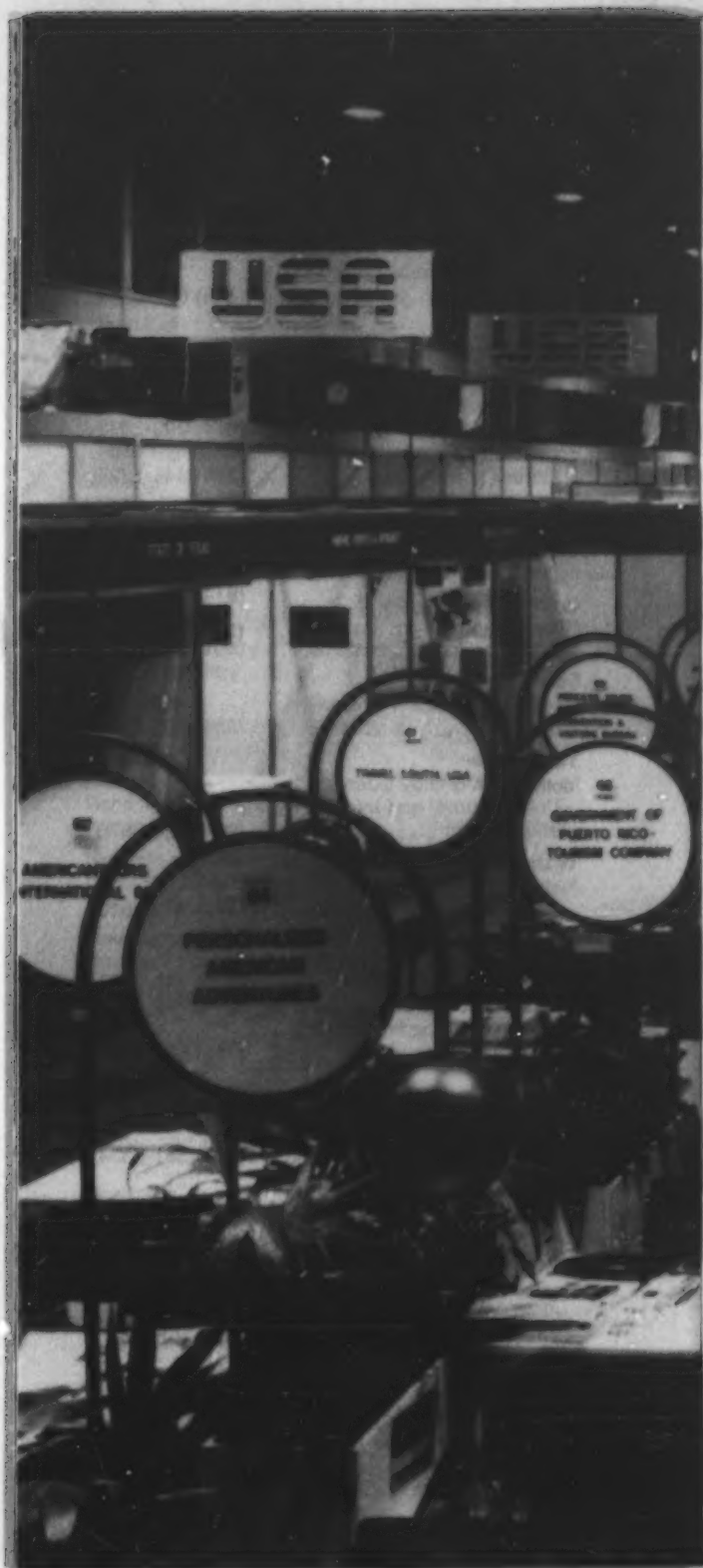
Washington

Seattle: Engineering Library, University of Washington..... (206) 543-0740

Wisconsin

Madison: Kurt F. Wendt Engineering Library, University of Wisconsin(608) 262-6845
 Milwaukee Public Library..... (414) 278-3247

*Collection organized by subject matter.



United States Travel and Tourism Administration

The United States Travel and Tourism Administration (USTTA) is this Nation's Government tourism office. Its mission is to encourage international travel to the United States as a stimulus to economic stability, to reduce the Nation's travel deficit, and to promote friendly understanding and appreciation of the United States.

Office of the Under Secretary for Travel and Tourism (202) 337-0136

Provides management and direction to the agency. Coordinates liaison with state, city, industry and intergovernmental officials. Conducts agency public relations activities, and serves as secretariat to the Travel and Tourism Advisory Board.

Office of Tourism Marketing 377-4752

Develops cooperative advertising and promotion activities. Conducts travel trade shows, seminars, familiarization tours and missions. Operates consumer information centers. Coordinates special market activities and international congress program.

Field Operations 377-4554

Manages personnel and program activities for International Congress Office and Regional Offices in Australia, Japan, Canada, Mexico, France, West Germany and the United Kingdom with responsibility for administering special market programs.

Visitors Services - Facilitation 377-4554

Coordinates port receptionist program and works with regulatory agencies to encourage elimination of barriers and provision of visitor services.

Office of Policy and Planning.

377-5211

Coordinates activities of the Tourism Policy Council. Negotiates bilateral tourism agreements. Develops state tourism, education and recreation policies and handles legislative issues. Represents the United States in multilateral tourism policy organizations.

Office of Research

377-4028

Conducts economic impact studies and consumer surveys. Develops program assessment and evaluation methods and forecasting models. Directs and produces the In-Flight Survey. Compiles foreign visitor arrival and expenditure statistics.

Office of Management and Administration

377-3811

Coordinates budget formulation and control. Provides personnel and administrative support services.

